



Boise State University  
Association of Office Professionals

# Keynoter

Together  
We're  
Better

September/October, 1999

Volume 18, Issue 1



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## Welcome Back by Helen Smith

Welcome Back to all of those who are on a 9-month contract and welcome to those who have been here all summer! This has been a busy summer for all with changes for many. We are starting a new school year and this is a good time to make our plans and review our goals.

One of my plans to present my theme of "Together We're Better." Guen Johnson suggested this theme and the more I thought about it the more I liked it. It suggests that we need to be a team with all members participating and that we each have unique skills and talents to contribute and they are required to improve ourselves and our environment. One of the benefits of living is the learning to appreciate others and learning to accept our strengths and weaknesses. Another benefit is learning that by sharing the activity you spread not only the responsibility but gain the enjoyment of other's company and support. Our participation is required to keep the association and ourselves healthy.

One of my goals is to increase participation in the association's activities. This includes the monthly luncheons and the special events like Professional Development Day and Bosses Breakfast. And it also includes the business meetings. I want to invite any interested member to come to the monthly board meetings that are the fourth Tuesday of each month at noon in the SUB Johnson Room. The next board meeting is October 26<sup>th</sup>, please bring your lunch and see what we are doing.

Most of our committees simply have a chairman, if you don't want the full responsibility you could be a committee member and learn about us, see the fun we have and help the organization.

One final subject is our Professional Development Day. Lois Santillanes has been hard at work this summer getting speakers lined up and preparing this special day for us. She has some dynamic speakers coming – including Dr. Bill Ruud as our keynote speaker. Come join us for a day of learning and networking. Contact either Lois at x3434 or Eva Jeanne Myers at x1299 for more information.

**Remember that with your participation the day will be better.**



## Professional Development Day by Lois Santillanes



Well welcome back everyone, I think it is going to be a very exciting year for BSUAOP. Are you looking for an adventure? Would anyone out there be willing to help with door prizes for Professional Development Day? If you are interested, you can contact me at x3434.

It will be presented on Tuesday October 12th in the Student Union. The theme this year is "Together We're Better". Dr. Daryl Jones will open with some welcome remarks followed by our keynote speaker, Dr. William Ruud, Vice President Institutional Advancement.

Our sessions begin with Carolyn Harrison & Denise Ooley "Managing Your Professional Image". This workshop is designed to be a thought-provoking hands on approach to help you manage the professional image that you present to others. Pat Shelton will give an overview in "Inventory Control and You" and describes what inventory control can do for your department.

I have arranged a build-your-own sandwich bar with 2 salads & cookies. We will also have door prizes. Angela Garcia is arranging entertainment for this special day. As we head into the afternoon

sessions Stacy Pearson will teach us "Strategies For a Successful Career" and Donna Larkin will present "Communication Skills to Manage Aggressive or Angry Student/Customer Interactions". I am sure these will be helpful in our jobs.

The last session of the day is Jeanne Dillion who will be "Unwinding the Stress Machine-Relax and Renew With Yoga for Wellness". This is just what we need to help us relax after such a busy day. So mark your calendars for October 12, 1999 Professional Development Day. I encourage all of you to attend. It is a great way to network with other office professionals and exchange ideas.

I would like to thank all the many volunteers for their help in putting this event together.

### Area IV Representative Naomi Fields

I am looking forward to another great year for BSUAOP and the opportunity to make new friends and learn new concepts that will help us grow both professionally and personally.

I will be continuing as your Area IV Representative again this year. If you work in the Math/ Geoscience, Health Center, Campus Safety, Public Affairs, Arts West, or Career Center buildings and would like to attend our luncheon meetings, please give me a call at x4203.

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\*\*\*\*\*

If you wish to contact any of the Executive Board Members by mail, please address the document as follows:

Person's Name  
Department  
Boise State University  
1910 University Dr.  
Boise, ID 83725



## Vice President's Report by Guen Johnson

Thank you all for a wonderful first luncheon for BSUAOP on September 14th. It was nice to see so many new faces (and the 'old' ones too!!). In October the luncheon will be a relaxing one for those attending Professional Development Day (and yes, you can just come to the luncheon if you aren't able to attend the sessions.) Lois Santillanes has put together a great presentation and a great meal for you. On November 9th our speaker will be Kellie Branson, and she will be talking to us about "Resilience".

I am still working on speakers for luncheons starting January 2000. Watch for more information in future issues of The Keynoter and for the luncheon flyers!



## Area II Representative Scholarship Committee Chairperson Connie Charlton

Area II includes Pavilion, Athletics, Varsity Center, Gym, Military Science, and Physical Education. This September marks the beginning of my third year serving as Area II representative. I have been an active member of BSUAOP since 1981. I joined IAEOP in 1996, and NAEOP in 1997. The rewards of participating in educational office professional organizations are varied and valuable.

Being chair of the Scholarship Committee will be a new learning experience. As a recipient of BSUAOP scholarship funding, I know what a wonderful service we do our members in providing financial assistance that allows participation in programs that provide opportunities for further professional development. Details about the BSUAOP scholarship program processes and deadlines will be announced at luncheon meetings and reiterated in Keynoter articles.

Again this year I will be developing the flyers for our monthly luncheon meetings. I am sure you couldn't help but notice the flaming hue of our September flyer. When I went to select a paper color, my eye fell upon the words "cosmic orange." It was the word "cosmic" that did it – and there is a little clue to my personality!

I encourage classified staff from all departments to get involved in BSUAOP – you will never regret it.



## NAEOP – Our National Organization by Helen Smith

The third week of July, the National Association of Education Office Professionals held their annual conference in Wichita, Kansas. This was the first time I attended the conference and found it to be a wonderful time of finding new friends and friends of friends (many of our past leaders have been leaders in the national organization.)

I was lucky to attend with many of my friends from Boise State and the state organization. (See the picture below.) These friends helped me to prepare and to know what to expect and they had told me what an outstanding time we would have. It is hard to explain how warm (and not because it was in the upper 90's & very humid) and welcoming the experience it was. We were welcomed at the airport by fellow members who helped us with our luggage and transportation. And from there, we had people who were more than willing to take a newcomer under their arm & assist them in anyway possible.

I felt at home in a place I had never been with friends I met for the first time. Please consider attending next year. BSU AOP has a scholarship fund that can help with some of the expenses – you just have to apply.



**Back Row** from let to right: Lynn Town, Cathy Hampton, Karen Piper, Genie Pope, Sandra Ash, Beth Collier, Bev Eichmann, Ruth Card.  
**Front row:** Lois Santillanes, Angela Garcia & Helen Smith.

## BSU CLASSIFIED LEAVE POLICIES

BSU 5520-C

Effect. Date: July 1, 1995

### J. Organization Participation and Exercise Leave

Boise State University employees will be permitted a total of one hour per month release time from work to attend professional representative organization meetings. The organizations include:

ACE - Association of Classified Employees;  
BSU-AOP - Boise State University Association of Office Personnel;  
BSU-IPEA - Boise State Chapter, Idaho Public Employee's Association.

1. Employees who are officers in one of the above organizations, will be permitted a total of two (2) hours per month release time to organize and conduct the business of the organization(s).
2. The employee must have supervisory approval prior to taking the release time to avoid conflict with the efficient and effective operation of University business.
3. Other organizations desiring approval for release time should submit written requests to the Department of Human Resources, outlining the goals and purposes of the organization for review by the appointing authority.
4. Questions regarding a typical leave situation not clarified in this policy should be referred to the Department of Human Resources.

## NAEOP NEWS

By Angela Garcia

The 65<sup>th</sup> Annual Institute and National Conference was held in Wichita, Kansas during late July. As many of you know, Wichita is the home office for NAEOP and I had an opportunity to visit them. As I came through the front door, I was delighted to see a photo of Jackie Fuller among all of the photos of past national presidents. It made me feel right at home.

The State of Idaho was represented by a total of 12 people. Six of those people were from BSUAOP: They are Helen Smith; Lois Santillanes; Beth Collier; Cathy Hampton (Immediate Past President of the state association); Merrylea Hiemstra (President-Elect of the state association) and myself.

A total of 86 people received their professional certification and were honored during the Professional Standards Banquet and our own Beth Collier was one of those who were recognized for this achievement.

Cathy Hampton, Helen Smith and myself participated in the Advisory Council sessions where issues are debated and then brought before the general membership for consideration and voting.

Merrylea Hiemstra was appointed to serve as Chair of the Higher Education Council and we are very proud to have a representative from BSU chairing a committee in the national organization.

I roomed with Lois Santillanes and Beth Collier and besides the pleasure and enjoyment of their company, I enjoyed the workshops attended each day. We agreed that overall the conference had many valuable sessions with good information.

### NATIONAL ASSOCIATION OF EDUCATIONAL OFFICE PROFESSIONALS

P. O. Box 12619 • Wichita, KS 67277-2619 • 316/942-4822 • FAX 316/942-7100

- ☐ New  
☐ Renewal

- |   |      |  |      |
|---|------|--|------|
| <input type="checkbox"/> Active Membership    | \$40 | <input type="checkbox"/> Institutional Membership          | \$40 |
| <input type="checkbox"/> Retired Membership   | \$20 | <input type="checkbox"/> Corporate Membership              | \$50 |
| <input type="checkbox"/> Associate Membership | \$40 | <input type="checkbox"/> NES Annual Subscription           | \$20 |
|   |      | <input type="checkbox"/> NES Annual Subscription (Retired) | \$10 |

Name \_\_\_\_\_ Home Phone \_\_\_\_\_

Address \_\_\_\_\_ Office Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ FAX \_\_\_\_\_

Recruited by (Name) \_\_\_\_\_

E-mail \_\_\_\_\_

Active membership fees include a one-year subscription to the *National Educational Secretary*.

☐ Check Enclosed    ☐ VISA    ☐ MasterCard  
Card Number \_\_\_\_\_ Expiration \_\_\_\_\_  
Signature \_\_\_\_\_

Dues are not deductible as a charitable contribution for income tax purposes.

**Membership Application**  
*Continuous Membership*  
(12 full months)  
All fees must be paid in U.S. dollars

Outside of U.S. special postage and handling charges apply. Please add an additional \$15.

- ☐ Elementary  
☐ Middle School  
☐ Secondary  
☐ Higher Education  
☐ State Department  
☐ Administration  
☐ Vocational  
☐ Retired  
☐ Other (specify): \_\_\_\_\_

The goal of Boise State University Association of Office Professionals is to provide professional growth and renewal for all office personnel. Patterned after the four-point program of the National Association of Educational Office Professionals, with which BSUAOP is affiliated, the organization strives to offer the following:

**SERVICE:** Scholarship program; affiliation with NAEOP and IAEOP.

**RECOGNITION:** Professional Standards Program.

**INFORMATION:** BSUAOP sponsored in-service workshops; monthly meetings with speakers on timely topics; quarterly newsletters.

**FELLOWSHIP:** Monthly association luncheons; annual Professional Development Day; annual Holiday Auction; and annual Bosses' Breakfast.

If you are looking for a way to upgrade your job skills and are interested in meeting new people, BSUAOP is for YOU!

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## **BSUAOP MEMBERSHIP APPLICATION**

**\$7.00 Membership dues. (Professional dues are tax deductible.)  
Make check payable to BSUAOP and send with this form to  
Valencia Garrett, MG225, x1631**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Position Title & BSU Office

\_\_\_\_\_  
Home Address, City, State, Zip

\_\_\_\_\_  
Office Location (Building/Room)

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Birth date

\_\_\_\_\_  
Office Phone

\_\_\_\_\_  
E-mail Address

Membership: ☐ New ☐ Renewal or Retired Member since \_\_\_\_\_

I am a member of ☐ IAEOP (State) ☐ NAEOP (National)

☐ I am interested in serving on a BSUAOP Committee

## Help Wanted!

Cheerful, well-mannered and detail oriented (– or grumpy, rude & not prone to proofing)!

Someone who has a few minutes to spare now & then (– or is busier than a one-armed paper hanger)! Needed someone to chair the Library or Bylaws committee. You will be asked to attend board meetings once a month (noon on the 4<sup>th</sup> Tuesday of the month) and to perform the other duties of the committee.

If interested, please contact Helen Smith at ext 1805 or e-mail [hsmith@boisestate.edu](mailto:hsmith@boisestate.edu).

## Library Committee

The Boise State Library recently received the following items for our use:

C. W. Metcalf's **SUCCESSFULLY MANAGING YOUR JOB AND YOURSELF**. The call number is BF575 .L3M47 in CRC.

Stephen R. Covey's **LIVING THE SEVEN HABITS and THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE**. The call numbers are: BF637 .S8C66 1994 and BF637 .S8C682 1997 also in CRC.

Please check out these new items. And while you are at it, please let us know if there are other items (books, magazines, tapes, etc.) that you feel would be helpful to BSU AOP.

## Membership Committee

Valencia Garrett, Chair



Welcome back! So far, we have 37 people that have renewed their membership with BSUAOP. Five more have decided to take advantage of the benefits of our great organization and sent in their membership applications. With the upcoming Professional Development Day, we expect another 50+ people to renew.

Remember that BSUAOP is a professional organization for persons employed at BSU in educational office support positions. If you have someone new in your office be sure and invite them to our meetings. The opportunities for them abound as a member of BSU's Association of Office Professionals!!

***Be sure to fill out your***

***applications for***

***BSUAOP***

***and NAEOP.***

***Your membership is***

***important.***

## ZIP+4 or Mail Stops. What does this mean to me?

Some of you may have been around Boise State long enough to receive information about the use of **Mail Stops**. You have noticed a reference to the Zip Code and Mail Stop as you searched the Boise State Telephone Directory for the location of a particular office on campus. These 4-digit numbers are part of a unique zip code to ensure the speedy delivery of your mail, on and off campus. Whether or not mandatory usage of Zip + 4 occurs at Boise State, as it has at other universities, remains to be seen, but as a former Postmaster, I wanted to share a bit of postal history of Zip+4 and how Boise State can benefit by it's use.

Introduced in 1983, the ZIP+4 code added a hyphen and four digits to the existing five-digit ZIP Code. The first five numbers continued to identify an area of the country and delivery office to which mail is directed. The sixth and seventh numbers denote a delivery sector, which may be several blocks, a group of streets, a group of post office boxes, several office buildings, a single high-rise office building, a large apartment building, or a small geographic area. The last two numbers denote a delivery segment, which might be one floor of an office building, one side of a street between intersecting streets, specific departments in a firm, or a group of post office boxes. The ZIP+4 code reduced the number of times a piece of mail had to be handled. It also shortened the time carriers spent casing their mail (placing it in order of delivery). Mail virtually arrives at the delivery point as it will be delivered on the street or route.

On October 1, 1983, the Governors of the Postal Service approved price incentives for first-class mail bearing the ZIP+4 code. What this means for Boise State is a substantial savings in postage costs. For each 500 pieces of mail using standardized addressing (not handwritten) and Zip+4 on your one ounce letters can save Boise State 2.5 cents per piece.

By the end of 1984, 252 OCRs (Optical Character Readers) were installed in 118 major mail processing centers across the country and were processing 24,000 pieces of mail per hour (an average productivity rate of 6,200 pieces per work hour). The postal service offers a variety of services on line to convert your mailing lists to Zip+4 and eliminates duplicate addresses. You can also look up Zip+4 codes on the Internet at [http://www.usps.gov/ncsc/lookups/lookup\\_zip+4.html](http://www.usps.gov/ncsc/lookups/lookup_zip+4.html)

Please start using your departmental zip code on your return address, business cards, and information materials. A list of Mail Stop Codes can be found at <http://oit.boisestate.edu/printing/alpha.htm>. We enjoy and appreciate fast, accurate mail service and by using our "Mail Stops" we can speed up the delivery of our campus mail as well as mail to off campus destinations.

Sue Rhodes  
Nursing 1840





# BSUAOP Events



October, 1999

## November Dates

November 9th  
BSUAOP  
LUNCHEON  
11:30 to 1:30

November 11th  
VETERAN'S DAY

November 23rd  
BSUAOP  
BOARD MTG  
12:00 to 1:00

November 25th  
THANKSGIVING



<i>S</i>	<i>M</i>	<i>T</i>	<i>W</i>	<i>T</i>	<i>F</i>	<i>S</i>
					1	2
3	4	5	6	7	8	9
10	11	12 BSUAOP LUNCHEON 11:30 to 1:00	13	14	15	16
17	18	19	20	21	22	23
24	25	26 BSUAOP BOARD MTG 12:00 to 1:00	27	28	29	30
31						

Boise State University Association of Office Professionals  
Helen Smith, President and Sally McDaid, Editor  
1910 University Drive  
Boise, Idaho 83725

***"Together  
We're  
Better"***

Kathlyn Peterson  
Library

bsuaop Keynoter

\*\*\*\*\*

Please join us  
for our monthly  
luncheon.

These are  
scheduled the  
second  
Tuesday  
of each month.  
Contact your  
Area  
Representative  
for more  
information.

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### **It's Your Newsletter**

by Sally McDaid

This year I would like to run a  
"Question & Answer" column.  
Just e-mail your questions to me  
at [smcdaid@boisestate.edu](mailto:smcdaid@boisestate.edu), I will  
pass them on to our general  
membership for answers. As  
answers are returned I will pass  
the response back to the person  
with the question. The questions  
and answers will be published in  
the next issue. That way your  
questions will be answered  
quickly, and the information can  
be shared with everyone else.

Now the trick is that if you don't  
supply the questions and  
answers, we won't have anything  
for a column. If you don't know  
something, someone else does.



Check us out on the World  
Wide Web:

[//www.idbsu.edu/bsuaop/](http://www.idbsu.edu/bsuaop/)